

**State of Montana**  
**Department of Public Health and Human Services**  
**PO Box 4210 Helena, MT 59604**

**VACANCY ANNOUNCEMENT**

**July 2, 2008**

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<b>TITLE:</b>	Child Support Enforcement Technician
<b>POSITION NO:</b>	05264
<b>LOCATION:</b>	Child Support Enforcement Division, Helena
<b>STATUS:</b>	Full-Time/Permanent
<b>UNION:</b>	MEA/MFT
<b>PAY GRADE:</b>	Pay Plan 20, Pay Band 3
<b>STARTING SALARY:</b>	\$20,063 - \$25,066 annually. Depending on qualifications and internal equity.
<b>SUPPLEMENT:</b>	Yes

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**APPLICATION DEADLINE:** State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to [hhsea@mt.gov](mailto:hhsea@mt.gov) or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Thursday, July 17, 2008**. For further information visit the DPHHS website: [www.dphhs.mt.gov/jobs](http://www.dphhs.mt.gov/jobs)

**SPECIAL INFORMATION:** If another vacancy occurs in this job classification and location within three months of closing date of this announcement, the same applicant pool may be used for selection.

**CRIMINAL RECORDS BACKGROUND CHECK:** All successful applicants will be required to sign a release form, which authorizes the department to conduct a criminal record review to determine whether the applicant has been convicted of any criminal acts that are directly related to the responsibilities of the prospective job.

**TYPICAL DUTIES:** This position provides administrative support to an office of 22 people; monitors the secured entrance; performs receptionist duties; explains program policies and procedures to the public; composes and types correspondence; maintains inventory of forms, supplies and office equipment; prepares, sorts, and distributes mail; functions as a caseworker receiving, processing, organizing, researching, and evaluating electronic and hard copy referrals for intrastate and interstate cases; and researches and enforces appropriate complex policies and procedures based on state statutes and federal regulations.

**KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:**

**Knowledge:** Knowledge of interstate/Uniform Interstate Family Support Act (UIFSA) laws, policies and procedures; other state laws and statutes regarding paternity establishment; establishment of child support and medical support obligations and enforcement issues; federal and state laws and regulations pertaining to family law and welfare; federal and state laws, regulations, policies and procedures pertaining to the operation and maintenance of the State Central Case Registry; and of the CSER computer system, the System for Enforcement and Recovery of Child Support (SEARCHS).

**Skills:** Skill in maintaining neutrality, personal integrity, and professional demeanor in cases in which parties may be hostile, argumentative, contentious, and uncooperative; dispute/conflict resolution, negotiation, and problem-solving; determination of long arm and continuing exclusive jurisdiction; analysis of Native American jurisdiction; performing practical and complex arithmetic operations and accounting principles; and the operation of a computer using various computer programs, including but not limited to Excel, Word Perfect, and Word.

**Abilities:** Ability to communicate effectively and persuasively orally and in writing; deal effectively with different agencies pertaining to family law, welfare, and collections; complete tasks within time lines in establishment and enforcement cases as regulated by federal and state statutes, policies, and procedures; work and conduct research independently with limited supervision; assimilate complex information quickly and explain information in lay terms; facilitate discussion of issues in mediating disputes in contested cases; establish and maintain healthy working relationships while maintaining responsiveness, credibility, confidence, tact, cooperativeness, sensitivity, and confidentiality; and deal courteously and effectively with clients and debtors in hostile situations.

**EDUCATION/EXPERIENCE REQUIRED:** High school diploma (or GED) **AND** one year course work at an accredited college or technical school **AND** two years varied office experience **OR** high school diploma (or GED) **AND** three years of progressively responsible administrative support experience, preferably with child support enforcement. One year in civil, criminal, or administrative law, accounting, and/or collections is preferred. Other equivalent combinations of education/experience will be evaluated on an individual basis.

**APPLICATION AND SELECTION PROCESS:** This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, Rev.5/03 or later);
2. Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment Application, PD-25) must provide verification of eligibility

- with the application materials. The required documentation includes a DD-214 or PHHS Certification of Disability form;
3. Photocopy of transcripts (if applicable) for any coursework at a college or technical school. (*\*Only degrees from an accredited college or university recognized by the US Department of Education are acceptable to meet education requirements*). **If applicant has difficulty obtaining transcripts you will be given a five-day grace period to submit them to our office after the closing date to:** HUMAN RESOURCES, PO Box 4210, Helena MT 59604; and
  4. Supplement questions.

**Applications will be rejected for late, incomplete or unsigned application materials.**

**COMPENSATION:** Eligible state employees are also provided paid health, dental, vision and life insurance. Other benefits including a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

**IMMIGRATION REFORM AND CONTROL ACT:** In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

**REASONABLE ACCOMMODATIONS:** Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

## SUPPLEMENT QUESTIONS

Department of Public Health and Human Services  
Title: Child Support Enforcement Technician  
Position: #05264  
Location: Child Support Enforcement Division, Helena

This supplement will be reviewed separately from the state application you submitted, and it will become a further basis for our evaluation of candidates. Your responses to these supplemental questions must be printed clearly or typed on standard 8.5 x 11 inch paper. Each response should be clear, concise and numbered. Since your responses will be reviewed separately from your state application, please repeat any information that may appear on it or your resume rather than writing 'see my resume or application.'

### QUESTIONS

NOTE: Answers to the following questions must be specific as to dates and employers. If this supplement is used as a screening tool, some answers may be rated based on months or years of experience. Reference will not be made back to your state application or resume.

1. Describe your public contact experience and any experience you have had in dealing with difficult or contentious situations. For each example, include previous employment (dates and years of experience).
2. Describe in detail, the computer experience you possess. For each position discussed, indicate the total time you spent working with computers, and list the different automated programs you have working knowledge of. For each example, include previous employment (dates and years of experience).